

How to Access and Register for Training in SkillPort

SkillPort is the Learning Management System (LMS) for NCTracks. State users can utilize SkillPort to register for Instructor Led Training (ILT), whether they plan to attend in person or remotely (via WebEx). SkillPort is also used to take eLearning, Computer-Based Training (CBT) courses. State users can access SkillPort using a link on the current NCTracks website. Please **print a copy of this article to reference as a guide** before proceeding to the NCTracks site.

An NCID is required to access SkillPort. If you do not already have an NCID, navigate to the NCID website at <https://ncid.nc.gov> and register. For more information, view the “How to Obtain an NCID” Took Kit at http://ncmmis.ncdhhs.gov/files/updates/NCTRACKS_Tool_Kit_NCID.pdf.

The following are step-by-step instructions for accessing and registering for training using SkillPort:

ACCESSING SKILLPORT FOR THE FIRST TIME

1. Navigate to the NCTracks website at <https://www.nctracks.nc.gov>.
 - a. Ensure that your internet browser settings will allow pop-ups.
 - b. Click on the **Operations** link in the upper-left corner.

The screenshot shows the NCTracks website homepage. The top navigation bar has links for Home, Providers, Recipients, and Operations. The 'Operations' link is circled in red. Below the navigation bar, the 'Home' section contains a welcome message and links to Provider and Recipient portals. The Providers section includes a 'Getting Started' guide and a 'Providers' overview. The Recipients section includes a 'Pharmacy' overview.

Home
Welcome to NCTracks, the new multi-payer Medicaid Management Information System for the N.C. Department of Health and Human Services (N.C. DHHS).

PROVIDERS – Click on the Providers tab above (or the link below) to enter the Provider Portal. Providers can click on the Pharmacy link below for information on drug coverage.

RECIPIENTS – Click on the Recipients tab above (or the link below) to enter the Recipient Portal. Recipients can view eligibility information and pay premiums (if required).

STATE and FISCAL AGENT Staff – Click on the Operations tab above to access the Operations Portal and ShareNET.

Provider User Guides and Training
This section includes User Guides and Fact Sheets designed to help N.C. DHHS providers understand how to use NCTracks, as well as information about Provider Training. [read on](#)

Getting Started
Just getting started with NCTracks? Follow these easy steps to begin using the new system. [read on](#)

Providers
NCTracks facilitates provider enrollment and consolidates claims processing activities for multiple DHHS health plans. The secure provider portal allows providers to manage changes, update records, check recipient eligibility, obtain prior approvals, and submit claims including pharmacy claims. Providers can also participate in web-based tutorials, register for class seminars and request site visits. [read on](#)

Recipients
NCTracks website offers information and [read on](#)

Pharmacy
Prior Authorization is required for [read on](#)

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- c. Then click on the “NCTracks Operations Portal Secure Login” link in the upper-left corner.

https://www.nctracks.nc.gov/content/public/operations.html

Apps 2610 wycliff road rale... New Tab Use Marriott's hotel dir...

NCTracks

English, Español

Home Providers Recipients **Operations**

Home » Operations

NCTracks Operations Portal Secure Login
NCID required for system access

State and Fiscal Agent Operations Users

The **NCTracks Operations Portal** is for State and Fiscal Agent users. The Portal provides secure access to provider and recipient information needed in the operation and maintenance of NCTracks. State and Fiscal Agent users can log into the NCTracks Operations Portal by clicking on the green lock on the left side of this page.

ShareNET is the file sharing and information repository for the State and Fiscal Agent users. ShareNET also houses the File Maintenance Request System and the CSR Tracking System. State and Fiscal Agent users can log into ShareNET by clicking on the ShareNET logo on the right side of this page. Authorized State and Fiscal Agent users can also access ShareNET from within the NCTracks Operations Portal.

Reminder: The username format for ShareNET is ncmmis/username

Access to the NCTracks Operations Portal requires an active [NCID](#) and approved authorization. Access to ShareNET requires an NCMMIS ID. State and Fiscal Agent users should see their Security Officer to obtain IDs and approved authorization to access the NCTracks Operations Portal and ShareNET. Access to the NCTracks Operations Portal and ShareNET is managed separately -- some users may have access to ShareNET and not the NCTracks Operations Portal.

ShareNET Login

ShareNET

Account Management

- [New User/Change Password](#)
- [Forgot my Password](#)
- [Unlock my Account](#)
- [Account Troubleshooting](#)

Troubleshooting

If you are not able to log into ShareNET, please use the Troubleshooting link or one of the Account Management links above.

Note: The Account Lockout is 30 minutes in length.

[About](#) [Legal](#) [Privacy](#) [Accessibility](#) [Contact Us](#) [Site Map](#) [System Requirements](#) [Report Fraud](#)

MMIS OFFICE OF MEDICAL MANAGEMENT SERVICES

dhhs NORTH CAROLINA DEPARTMENT OF HEALTH AND HUMAN SERVICES

Powered By CSC TRANSCEND

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2. From here you will be taken to the NCTracks Secure Login page. Key in your NCID and password.

The screenshot shows a web browser window with the URL <https://www.nctracks.nc.gov/ncmmisPortal/loginAction?flow=OP>. The page is titled "Operations Portal Login" and features the NCTracks logo. It includes a disclaimer about the confidentiality of the portal and a login form. The login form has fields for "User ID (NCID)" and "Password", with links for "Forgot Login" and "Forgot Password". There are "Log In", "Clear", and "Cancel" buttons. The footer contains links for "About", "Legal", "Privacy", "Accessibility", "Contact Us", "System Requirements", and "Browser Support", along with logos for MMIS, the North Carolina Department of Health and Human Services, and CSC Transcend.

Operations Portal Login

The NCTracks Web Portal contains information that is private and confidential.

Only users of legal age or with parental consent authorized by the North Carolina Medicaid Management Information Systems (NC MMIS) may utilize or access NCTracks Web Portal for approved purposes. Any unauthorized use, inappropriate use, or disclosure of this system or any information contained therein is prohibited and may result in revocation of access and/or legal action. If you are not an authorized individual, this private and confidential information is not intended for you. If you are not authorized to access this content, please click 'Cancel'.

NC MMIS retains the right to monitor, record, distribute, or review any user's electronic activity, files, data, or messages. Any evidence of illegal or actionable activity may be disclosed to law enforcement officials.

By continuing, you agree that you are authorized to access confidential eligibility, enrollment and other health insurance coverage information. Please read more in our [Legal](#) and [Privacy Policy](#) pages.

Your Account

- All users are required to have an [NCID](#) to log in to secure areas.
- Passwords are case-sensitive. Please ensure your Caps Lock key is off.

User ID (NCID): Password:

[Forgot Login](#) [Forgot Password](#)

[About](#) [Legal](#) [Privacy](#) [Accessibility](#) [Contact Us](#) [System Requirements](#) [Browser Support](#)

Powered By:

3. If you have forgotten your password, navigate to the NCID website at <https://ncid.nc.gov> and answer the security questions to retrieve/reset your password.

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- Successful entry of your NCID and password will place you on the NCTracks Secure Operations Portal home page. From here select *Learning Management System* from the “Other” drop-down menu in the upper, mid-section of the screen.

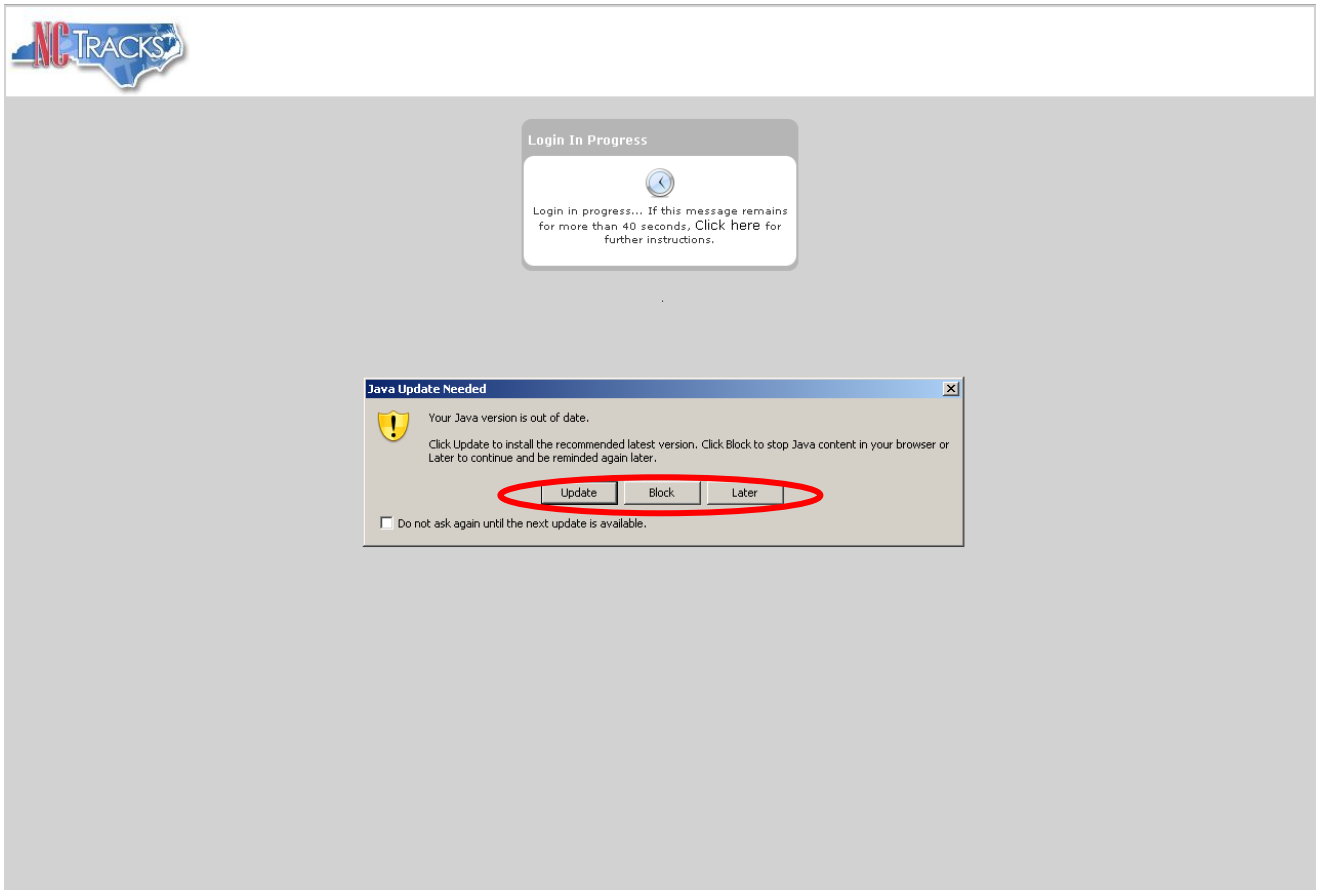
The screenshot shows the NCTracks Secure Operations Portal. At the top is a navigation bar with tabs: Operations, Claims, Financial, Provider, Recipient, Reference, Prior Approval, TPL, Other, and Admin. The 'Other' tab is selected, showing a dropdown menu with options: Report2Web, Provider Enrollment, Recipient Enrollment, Document Intake, Prior Approval Management, TPL Reclamation Billing, Finance Premium Billing, Call Center, Learning Management System, and Content Management. The 'Learning Management System' option is highlighted. Below the navigation bar, the page is titled 'Operations Portal'. On the left is a photo of three call center agents. In the center is a 'General Announcement' titled 'Stay on top of ICD-10' with text about October 2015 developments and a link to 'Subscription Preferences'. On the right is a 'Quick Links' section with links to 'CSR Tracking System', 'Learning Management System', 'ShareNET', 'State Holiday Schedule for NC', 'Tables Manual (CSC ShareNET Site)', and 'Tables Manual (DHHS Sharepoint Site)'. Below the announcement is an 'Announcements' section dated Jul 16, 2013 12:00:00 AM, titled 'Get Training on NCTracks', with text about training on the new NCTracks system. At the bottom is a footer with links: About, Legal, Privacy, Accessibility, Contact Us, System Requirements, and Browser Support. Logos for MMIS, DHHS, and CSC Transcend are also present.

- Next you may be prompted to run Java. You can either elect to “Run this time” or “Always run on this site”.

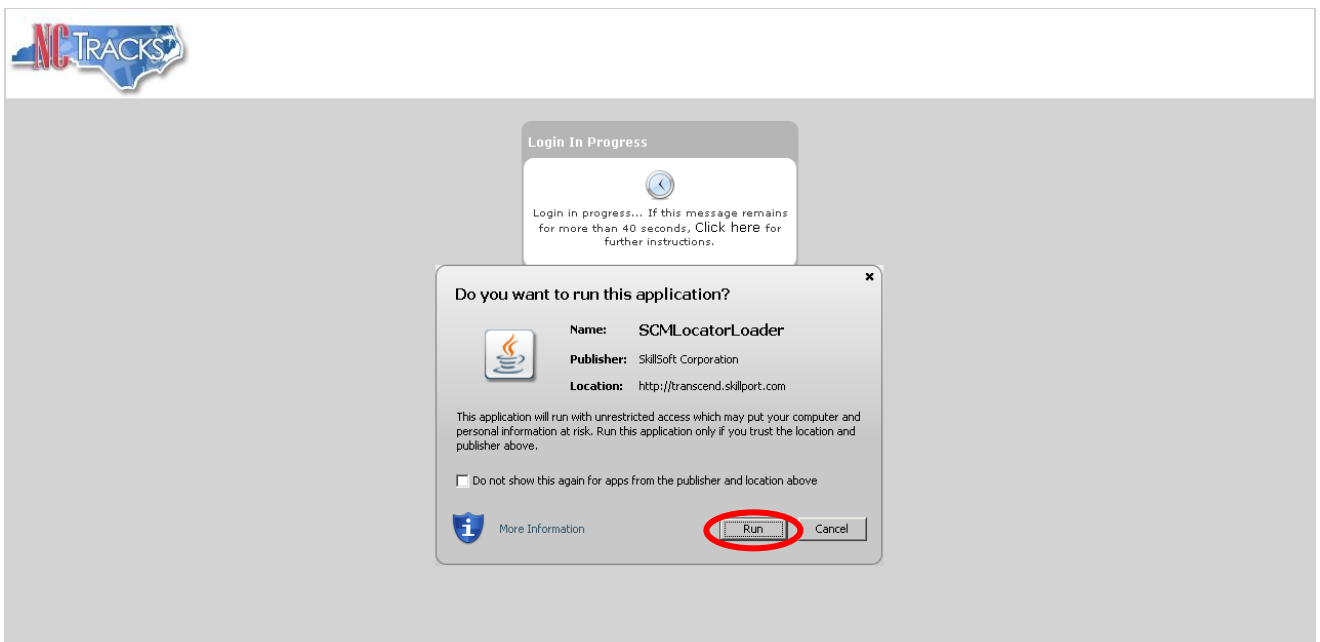
The screenshot shows a Java security warning dialog box. At the top, it says 'Java(TM) needs your permission to run.' with two buttons: 'Run this time' and 'Always run on this site'. There is a 'Learn more' link and a close button (X) on the right. Below the dialog box is the NCTracks logo. In the center, there is a 'Login In Progress' message with a clock icon and text: 'Login in progress... If this message remains for more than 40 seconds, Click here for further instructions.'

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6. Once your selection is made, if your Java is out of date, you will be asked to choose “Update”, “Block”, or “Later”. *Update* or *Later* are the only options that can secure your access to SkillPort. Make a selection between these options.

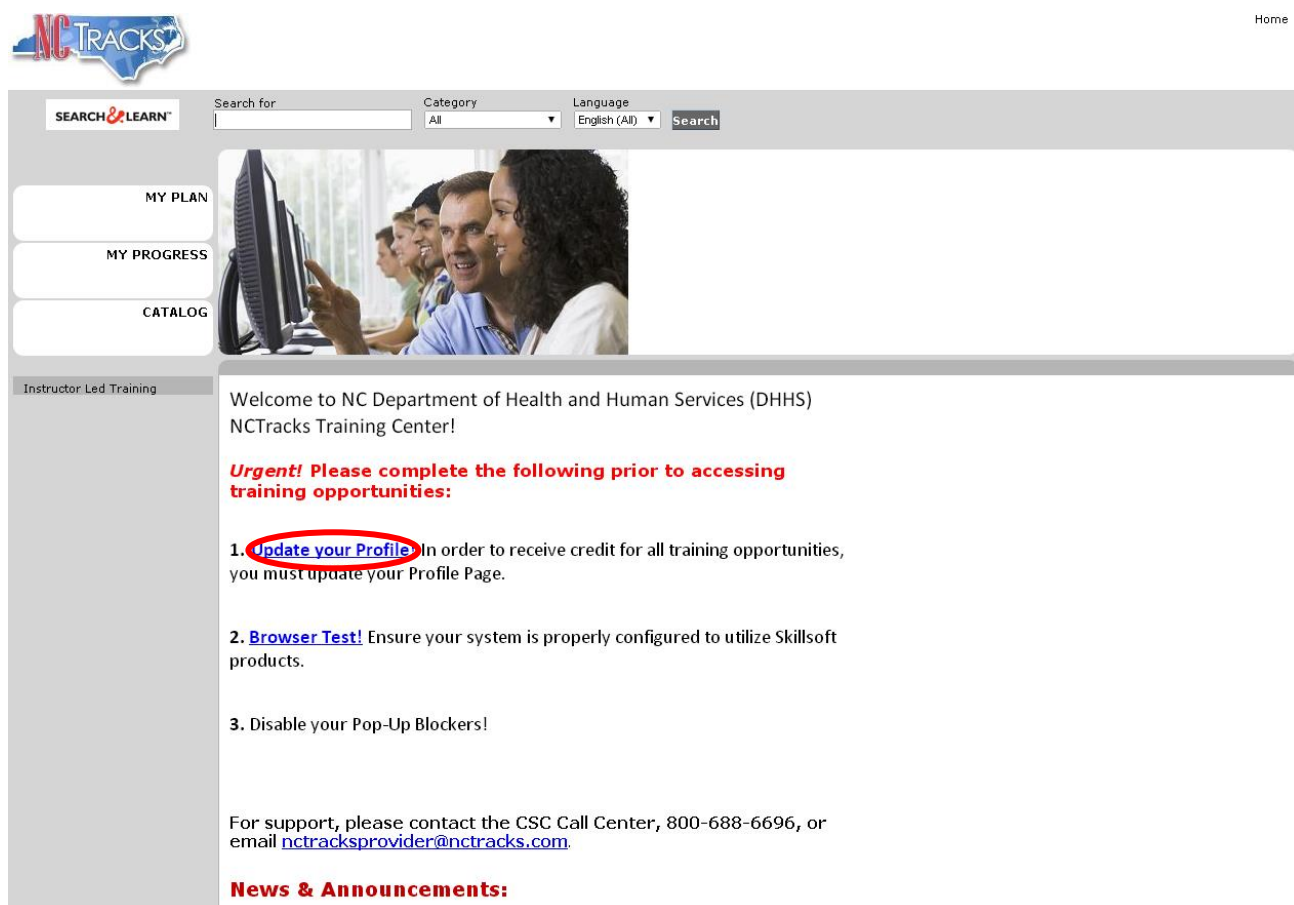


7. You will be asked “Do you want to run this application?” Select *Run*.



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8. You will be directed to the SkillPort home page.



9. Select the "Update your Profile" link then "Update Your User Profile" to provide (or confirm) information for each of these required fields:
- First Name – Confirm your first name
 - Last Name – Confirm your last name
 - Email Address – Confirm your work email address
 - User Role – Select one from the drop-down box (CSRA Staff, Provider, State Employee, or LME)
 - NPI or Atypical ID – This entry field will only be applicable to Providers. All other users should leave this field blank.

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- f. Provider Type – This entry field will only be applicable to Providers. State users should select “Not Applicable.”
- g. DHHS Division – Select one from the drop-down box (DHB, DMH DD SAS, DPH, ORHCC, Other, DMH–LME, LME, CDSA, CDSA-LME, DPH-CDSA, DHHS-Controller, or Not Applicable).

The screenshot shows a web form titled "Update Your User Profile". It contains several input fields and dropdown menus. The fields are: "First Name" (text box), "Last Name" (text box), "Email Address" (text box), "* User Role" (dropdown menu with "State Employee" selected), "NPI or Atypical ID - Mandatory if you are a Provider" (text box), "* Provider Type" (dropdown menu with "Not Applicable" selected), and "* DHHS Division - Member - affiliated with - or most often billed" (dropdown menu with "Not Applicable" selected). At the bottom of the form are two buttons: "Reset" and "Update Profile".

- 10. Once you have entered (or confirmed) all of the required fields in your Profile, click on the “Update Profile” button. Any changes you make will take effect the next time you log into SkillPort.
- 11. You will see a confirmation message indicating the successful update of your profile.

The screenshot shows the SkillPort user interface. At the top, there is a search bar with the text "SEARCH & LEARN™". To the right of the search bar are dropdown menus for "Category" (set to "All") and "Language" (set to "English (All)"), followed by a "Search" button. Below the search bar, there is a sidebar with three main sections: "MY PLAN", "MY PROGRESS", and "CATALOG". The "MY PROGRESS" section is currently selected. In the main content area, under the heading "My Profile", there are three links: "Update Your User Profile", "Configure Language Settings", and "Select Player Skin". Below these links, a red message states: "Success! Changes will take effect on your next login."

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ENROLLING IN COMPUTER-BASED TRAINING

12. From here, select “Catalog” from the left side of the screen to bring up the catalog of courses currently available. Click on the plus sign (+) next to the **State Operations Training** Folder. SkillPort will display folders for Self-Paced eLearning (Computer-Based Training), Instructor Led Training (ILT): On-Site, ILT Remote via WebEx, Participant User Guides (PUG), Job Aids, Provider Training, and Pre-Go Live ILT Webinar Recordings. Some folders contain sub-categories based on the course topic.
13. Click on the plus sign (+) next to “Self-Paced eLearning” to display the list of available Computer-Based Training courses. The General folder is a sub-category of the eLearning folder. Within it, the “NCTracks Overview Operations Portal” eLearning course should be completed prior to any other NCTracks training.



Home

SEARCH & LEARN™

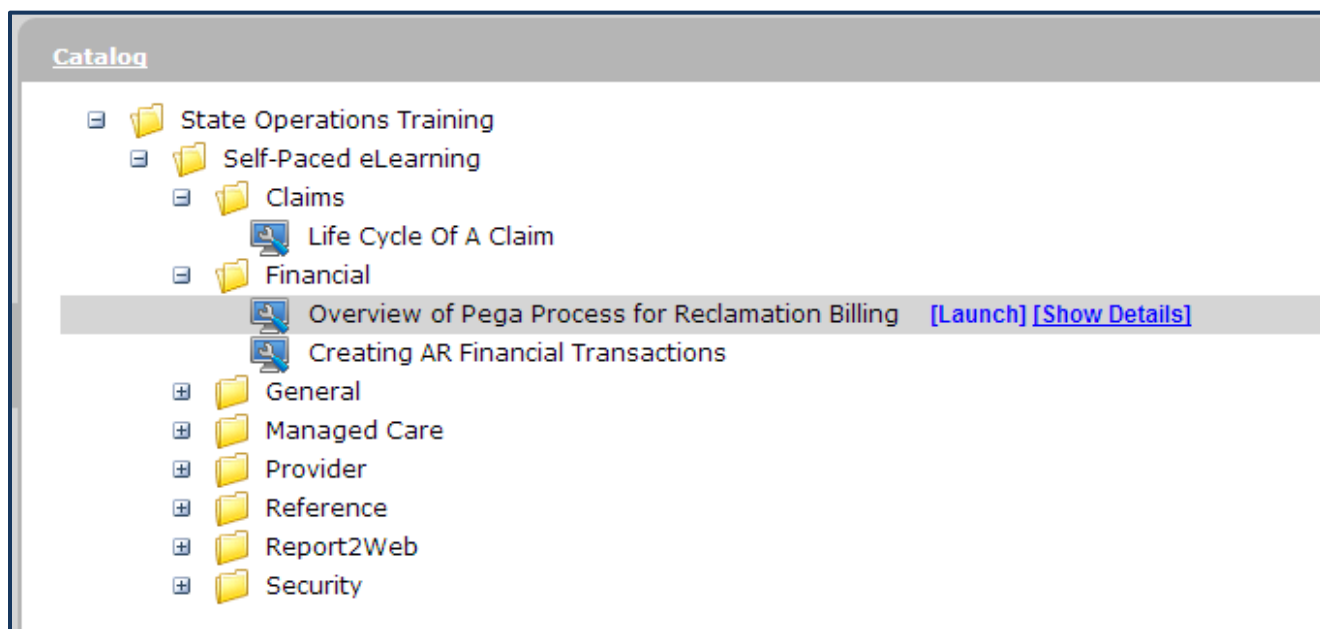
Search for: Category: All Language: English (All) Search

Catalog

- State Operations Training
 - Self-Paced eLearning
 - Call Center
 - Claims
 - Financial
 - General
 - NCTracks and Taxonomy
 - Basic_Medicaid_Overview
 - NCTracks Overview Provider Portal for FA/State
 - NCTracks_Overview_Recipient_Portal
 - NCTracks_Overview_Operations_Portal [\[Launch\]](#) [\[Show Details\]](#)
 - On_Request_Financial_Letters
 - HealthCheck
 - Magnolia Content Management System
 - Managed Care
 - Pend Resolution
 - Prior Approval
 - Provider
 - Recipient
 - Reference
 - Report2Web
 - Security
 - Third Party Liability
 - Instructor Led Training (ILT): On-Site
 - Syllabi
 - Call Center
 - Claims
 - HealthCheck
 - Managed Care
 - Prior Approval
 - Provider Approval/Denial
 - Recipient
 - Reference
 - Third Party Liability

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14. To take a Self-Paced eLearning course, click on the plus sign (+) next to the appropriate folder, select a course subject (such as General), place your cursor over the course title and click on the word “Launch” that appears beside it. Once the content loads, your course will begin. If you need to stop prior to completing the course, SkillPort will remember where you left off and you can resume taking the course at a later time.



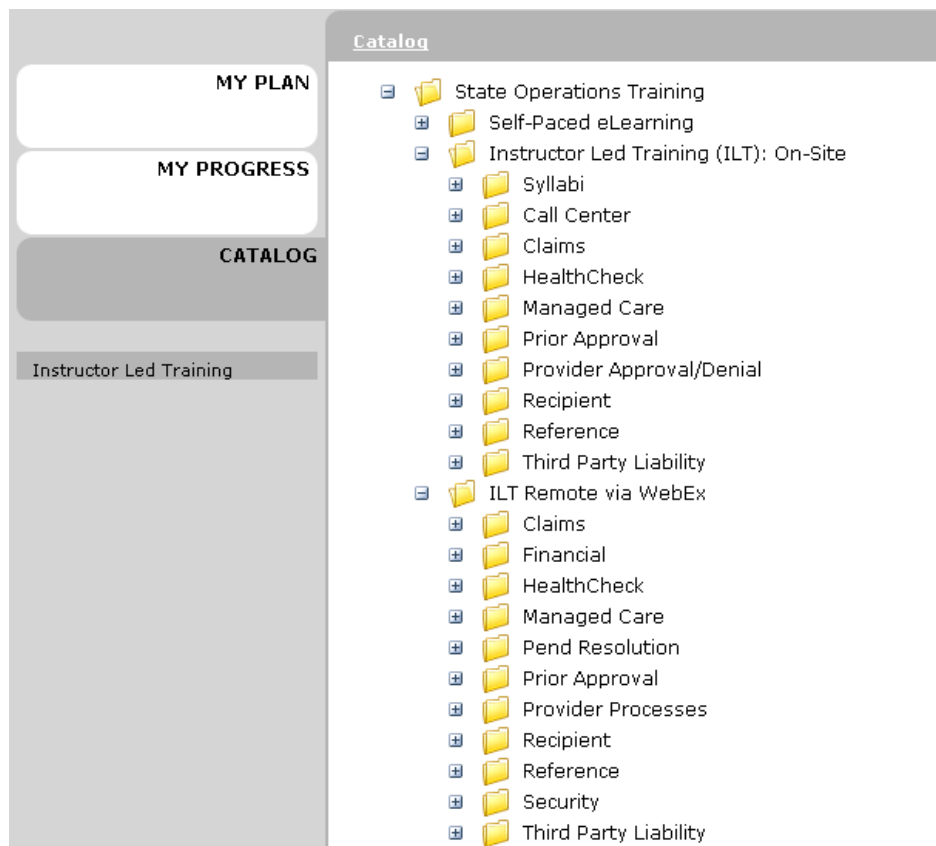
15. Each eLearning course includes questions upon completion to test your understanding of the content presented. A course may be taken more than once.

However, a passing score of 80% or higher is required to receive credit for the course.

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ENROLLING IN INSTRUCTOR LED TRAINING

16. Instructor Led Training (ILT) for State Users and Fiscal Agent Staff will be held at 2610 Wycliff Road. Instructor Led Training can be attended on-site or remotely via WebEx.
17. To register for on-site Instructor Led Training, click on the plus sign (+) next to “Instructor Led Training (ILT): On-Site” or “ILT Remote via WebEx” to display the list of available Instructor Led Training courses.



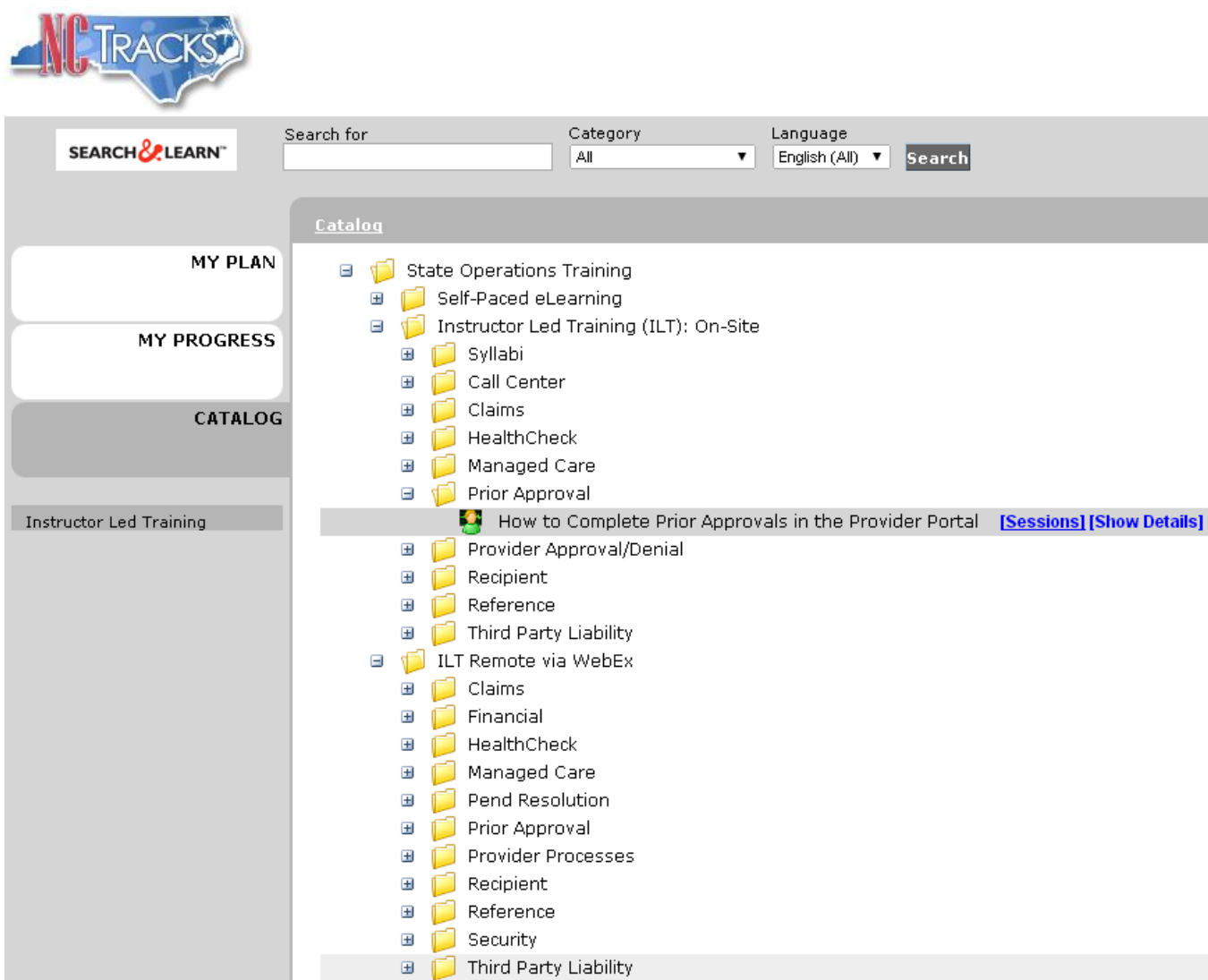
18. Instructor Led Training courses are listed according to:
 - a. Subject – the topic related to the course being offered (such as Prior Approval)
 - b. Date(s) and Time(s) – the date(s) and time(s) the course is being offered
 - c. Location – the room where the course is being offered

How to Access and Register for Training in SkillPort

19. Register for the appropriate Instructor Led Training course(s) based on the course subject, date(s)/time(s), and location where you want to take the training. There are limits to the number of participants who can attend training at each location, both on-site and remotely via WebEx. The courses listed under “ILT Remote via WebEx” are the same exact sessions offered under “Instructor Led Training (ILT): On-Site”. WebEx participants will also be able to ask the Instructor questions as if they are on-site. If you plan to attend remotely, it is important to register in the course(s) listed under “ILT Remote via WebEx” so that there will be an accurate count of the number of participants using the webinar. Groups can jointly attend Remote Instructor Led Training via WebEx, but each participant should register separately for Remote Training course(s) to be counted as an attendee.

Courses attended remotely via WebEx are listed separately from on-site Instructor Led Training. Based on limited seating availability at each training venue, it is mandatory that you register for all the sessions you plan on attending.

20. To register for a particular ILT course, place your cursor over the name of the course and the word “Sessions” will appear to the right. Select “Sessions”.



The screenshot displays the NC Tracks SkillPort interface. At the top, there is a search bar with the text "SEARCH & LEARN™". To the right of the search bar are dropdown menus for "Category" (set to "All") and "Language" (set to "English (All)"), followed by a "Search" button. Below the search bar, the "Catalog" section is visible. On the left side of the catalog, there are three tabs: "MY PLAN", "MY PROGRESS", and "CATALOG". The "CATALOG" tab is selected. Below the tabs, there is a list of training categories. The "Instructor Led Training" category is highlighted. Under this category, there is a list of sub-categories: "State Operations Training", "Self-Paced eLearning", "Instructor Led Training (ILT): On-Site", "Syllabi", "Call Center", "Claims", "HealthCheck", "Managed Care", "Prior Approval", "How to Complete Prior Approvals in the Provider Portal" (with links for "[Sessions]" and "[Show Details]"), "Provider Approval/Denial", "Recipient", "Reference", "Third Party Liability", "ILT Remote via WebEx", "Claims", "Financial", "HealthCheck", "Managed Care", "Pend Resolution", "Prior Approval", "Provider Processes", "Recipient", "Reference", "Security", and "Third Party Liability".

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21. Scroll down and select the link for the session you would like to attend, then click the “Enroll Me” button, and you will be registered for that course. You will need to register for each course separately.

My ILT

View Course

Course Details

Title: File Maintenance Request and Reference Tabs Refresher
Course ID: ilt_rfr121_r
Language: English (United States) - enUS
Status: Active
Duration: 7 hours , 0 minutes
Mastery Level: 80 %
Cost: \$0.00
Manager Approval Required: No
Session Approval Required: No
Course Description:

This course provides an overview of the File Maintenance process and the Reference Tabs in the Operations Portal. File Maintenance is a support system consisting of multiple, independent table maintenance modules; specific updates are initiated through the FMR system. File Maintenance functions as a “reference library” for other functional areas such as Claims Processing. The Reference tabs access the “reference library”.

At the end of training, as an authorized user, you will be able to do the following:

- Identify the FMR Workflow
- Access and navigate the FMR system
- Create, modify, and inquire on FMRs
- Navigate through the Reference Functional Area

Click a **Session ID** below to view session details or enroll [View Session Calendar](#)

Type	Session ID	Available Seats	Start	End	Facility Name	Classroom Name
ILT	ilt_rfr121_r-0001	43	May 1, 2014 9:00 AM Eastern Daylight Time	May 1, 2014 4:00 PM Eastern Daylight Time	CSC- Wyldiff	Ground Floor Training Room

To enroll in a session, click on that session link above. If none of the above sessions will work for you, click the button below to add yourself to the Watch List for this class.

[Add this course to my Watch List](#)

Learner: My ILT

My ILT: View Session

Course Details

Session Details [Return to Session List](#)

Session ID: ilt_rfr121_r-0001
Instructor: Collins, Emerson
Status: Confirmed
Session Type: Physical Classroom
Manager Approval Required: No
Session Approval Required: No

Meeting schedule for ilt_rfr121_r-0001

Start	End
May 1, 2014 9:00 AM Eastern Daylight Time	May 1, 2014 4:00 PM Eastern Daylight Time

[Enroll me](#)

Enrolled / Capacity: 2/45 (4%)
Enrollment Deadline: Never
Session Notes: No note available.

Location

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SEARCHING FOR TRAINING COURSES

22. If you do not readily find the course you are looking for, either eLearning or ILT, you can use the Search feature at the top of the screen. Enter one or more key words into the “Search for” box and click on the Search button. Then, SkillPort will return results for courses that match those criteria.

A screenshot of the SkillPort search interface. It features a search bar with the text "SEARCH & LEARN™" on the left. To the right of the search bar are three dropdown menus: "Search for" (empty), "Category" (set to "All"), and "Language" (set to "English (All)"). A red "Search" button is located to the right of the "Language" dropdown.

23. When you are ready to exit SkillPort, click the “Log Out” button in the upper right corner of the screen. Logging off will return you to the NCTracks website. You can re-enter SkillPort at any time, by following the same procedure outlined in this article, beginning with Step number 1.

You do not need to re-enter the User Profile information, unless something has changed.

Logged In: Apr 11, 2013 9:42 AM | [Help](#) | [Log Out](#) | [My Profile](#)

ATTENDING INSTRUCTOR LED TRAINING

24. You will not receive a reminder regarding the ILT course(s) you have registered for, so keep a record of your course registration(s) in a personal calendar. To review the ILT courses you are currently enrolled in on SkillPort, click the “Instructor Led Training” link on the left side of the screen. If the date and/or venue of an ILT course you have registered for changes, a notification will be sent to the email address entered in your Profile.

A screenshot of the NC Tracks SkillPort interface. At the top is the NC Tracks logo. Below it is a search bar with the text "SEARCH & LEARN™". To the right of the search bar are three dropdown menus: "Search for" (empty), "Category" (set to "All"), and "Language" (set to "English (All)"). A red "Search" button is located to the right of the "Language" dropdown. Below the search bar is a large image of a group of people in a classroom setting. To the left of the image are three buttons: "MY PLAN", "MY PROGRESS", and "CATALOG". Below these buttons is a red circle around the "Instructor Led Training" link. To the right of the image is a welcome message: "Welcome to NC Department of Health and Human Services (DHHS) NCTracks Training Center!".

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We look forward to working with you in learning more about NCTracks. **If you have any questions regarding NCTracks training or the use of SkillPort, please contact the NCTracks Call Center at 800.688.6696.** If you have questions or problems regarding your NCID, contact the NCID help desk at <https://ncid.nc.gov>.